

Quarterly Progress Report

Project Name: Mission Ready: Innovation in Humanitarian Security Training.

Project Duration: 01 October 2014- 30 September 2017

Recipient: Redr UK (Org ID: 12504)

USAID Award Number: AID-OFDA-G-14-00215

Reporting Period: Year 2, Quarter 1, 01 October 2015 –31st December 2016

Summary of Quarterly Activities:

- The Mission Ready interactive training platform (www.missionready.org.uk) and initial 6 module course in, 'Field Security Management' was launched on 16th October 2015. The Mission Ready home page, all course material and some marketing materials¹ are accessible in English, French and Arabic. To this end, we have achieved the 'build' phase of the project, and have started promoting the tool to ensure we meet the two stated project objectives:
 - i) Humanitarian actors globally will increase their capacity to deliver safe and effective programs through access to high quality e-learning.
 - ii) Increased access to effective, interactive security training for Humanitarians.
- 4 project launch events were held in London, Nairobi and Islamabad. There were more than 100 attendees from humanitarian organizations, networks and local government across these events. Feedback was extremely positive and constructive and we have subsequently received a number of Mission Ready license sales from attending organizations.
- By the end of the reporting period, the system had 469 users, of which 93 had activated their licenses.² Of the active users, 45% represent women, and 55% men, who together represent 15 different nationalities. Of the participants who have completed the course, 100% rated it relevant or highly relevant to their work, 92% deemed the course of good or excellent quality, and 92% agreed or strongly agreed that the filmed interactive scenarios were 'useful' or 'very useful' for their work.
- During the reporting period, USD 5,643.23 was received from training license sales which we propose to use to fund part of the development of a new course (see point below).
- RedR reviewed the project budget for project years 2-3 and requested a budget amendment in order to create a new training course. This can be made possible from available donor funds, as well as the income received from license sales.
- A needs assessment survey was circulated through our steering committee and to other humanitarian security contacts, in order to identify needed areas of training for a new course development.
- Further development opportunities to expand Mission Ready's scope/create new training courses were identified with UNDP and ECHO.

Project 'Go Live and Launches:

Go Live: The Mission Ready platform went live on 16th October 2016- www.missionready.org.uk. The platform has an easy to navigate home page, including: information about the training and its interactive approach, pricing information, payment platform, FAQs, legal website information (webpage privacy policy and user data protection policy), and donor

¹ Project fact sheets and email detailing information about its launch are available in French, Arabic and English. All other marketing materials; RedR's webpage, press-releases and social media posts are in English.

² Note: some organizations, including Save the Children and War Child UK purchased bulk licenses for staff, but have either not yet distributed them to their staff, or the staff receiving the license have not yet activated them and started the training.

acknowledgement. There is the option to view this information in English, French and Arabic. The platform further includes an easy to use backend, which is programed to automatically distribute licenses to paid users, store user's data and training scores, allows the project team to edit and upload training content, and serves as the basis for the project's Monitoring and Evaluation system.

Currently, users can make an instant payment for a training license via PayPal or bank transfer. If there is a problem with using either of these options, there is a dedicated phone number (+44(0)2078406000, operated between 9am-5pm GMT), where users can make payment over the phone. To date, we have not received any calls from users facing payment difficulties, or requesting to make payments in an alternative form from bank transfer or PayPal. All payments are made in USD. We have had one request to make payments available in GBP, one for availability in EUR, and we are looking into whether this is possible, considering possible cost and time implications.

Launch Events:

Three sector launch events were held to market the product and launch it to the sector. The following events were held:

1. 23rd October 2015. London, RedR UK offices. Attendees: 25
3. 26th October. Nairobi, Kenya, Somalia NGO Consortium. Attendees: 28
2. 27th October. Nairobi, Kenya, British Council Offices. Attendees: 31
4. 29th October. Islamabad, Pakistan, Pakistan Humanitarian Forum: Attendees: 25



Image: Mission Ready Launch, British Council Nairobi

The feedback at all 4 launch events was very positive. During the launches, the RedR project team showed participants (potential training beneficiaries/client organizations) the Mission Ready platform, including its multiple language options, interactive filmed scenarios, and the way it captures user's data, measures pre and post training knowledge, and evaluates user's feedback. Positive feedback was received on the high quality of the videos, training materials, and the 'look/design' of the platform. Feedback was further received on the realism of the interactive scenarios and how it felt true to a humanitarian field setting. Many participants also commented that the training covered relevant topics in Field Security Management, was very low cost for the user and would be appealing for program and security staff in their respective organizations. Finally, many agencies commented on the fairness of the pricing banding structure, and felt that the costs for bundles of licenses, represented good value for money. Dan Williamson, Global Security Manager for Marie Stopes International commented; "National staff remain the service delivery backbone of any INGO and Mission Ready provides an impressive way to increase their active learning participation, delivering efficiencies, value for money, Duty of Care and ultimately support on the front lines."

Critical feedback included concerns that the training has to be undertaken online. Although all training video content is available in Hi and Lo resolution qualities, with the Lo quality designed to be accessible on slower internet speeds, there was still concern from some agencies that accessing training would be difficult in areas with poor internet connectivity or very low speeds. Other concerns included the fact that the visual setting of the filmed training scenarios in East Africa, may limit its appeal to East African operational agencies. In response to this feedback, RedR has requested a budget amendment of year 2 donor funds, to develop a downloadable app which will allow the training to be taken offline and used on PC/Desktop computers. This will increase Mission Ready's accessibility for humanitarian workers in areas with poor internet. In terms of the concerns about the training context, we highlighted the fact that the training context is fictitious, and is not meant to represent a specific region or crisis. We plan to highlight this fact in future marketing, but are aware that this could represent a limitation in training. Despite this concern, Mission Ready has been purchased from a number of individuals working in a diverse range of field settings including: Philippines, Iraq and Pakistan.

Additional marketing activities during the reporting period include: 17 social media posts (3 Facebook, 12 Twitter and 2 LinkedIn), 2 news articles published on RedR's website, London project launch information published on ALNAP and

EISF's webpages and the dedicated [Mission Ready page](#) on RedR's website was updated, with factsheets available in [English](#), [French](#) and [Arabic](#). RedR further promoted the launch of the tool, in the October edition of our Global Newsletter, which was sent out to 10,000 sector contacts. Finally, the RedR project team reached out to both DFID and USAID to promote information about the product through their respective networks.

The RedR project team has secured resources from our communications department, and in Yr. 2 Q2 will be developing a client database/tracker to detail current and potential clients of Mission Ready, and in Yr. 2, Q3 will begin targeting identified organizations with communication materials.

Monitoring and Evaluation:

We have collected data against the following project indicators:

Table 1: Achievement of indicators

Indicator	Target	Source of Verification	Achieved (Yr. 2, Q1)
Percentage of Mission Ready users who demonstrate increased knowledge in Field Security Management topics, following training completion.	80%	Reports generated by the Mission Ready Learning Management System (LMS), indicating the difference a user's pre and post training test scores.	47% ³
Percentage of Mission Ready users who indicate that the learning modules are "relevant" or "highly relevant" to their work as a humanitarian.	80%	Feedback is gathered from Mission Ready users via post-training surveys which are built into the LMS. The scores are captured and stored in the system's back end, for analysis by the project team.	100%
Percentage of Mission Ready users who indicate that the learning materials made available on Mission Ready are of "good" or "excellent" quality.	80%	Feedback is gathered from Mission Ready users via post-training surveys which are built into the LMS. The scores are captured and stored in the system's back end, for analysis by the project team.	92%
Percentage of Mission Ready users who indicate that the learning materials made available on Mission Ready are "useful" or "very useful".	80%	Feedback is gathered from Mission Ready users via post-training surveys which are built into the LMS. The scores are captured and stored in the system's back end, for analysis by the project team.	92%
Number of humanitarian staff that use Mission Ready tool	2000	Number of licenses distributed, and activated by users.	93
Geographical diversity of participants - number of countries in which Mission Ready users are operating as humanitarians	30	Demographic data collected on users when they sign up for and activate their licenses.	15
Number of online interactive scenarios made available to the humanitarian sector.	6	Dates that scenarios go live and are available to humanitarian workers.	6- all scenarios went live on 16 th October 2015.

³ The reason that this looks lower than expected is because there was an initial issue with the pre and post knowledge tests which meant that some users were skipping answers/answers were not displaying. This will be fixed by Yr 2. Q2. We also had a number of security managers or security experts from our project steering committee undertaking the course before distributing to staff, and these individuals started with a full pre test score, and ended with the same (already had an expert level of knowledge).

Number of additional online resources made available for humanitarian workers	25	Dates that resources are published on Mission Ready tool	18- 11 expert interviews, 1 course introduction documentary, 4 downloadable pdf resources, and 2 audio lessons in incident reporting.
---	----	--	---

As we have developed our monitoring and evaluation systems, we request a number of small adaptations to the following indicators, and/or sources of verification:

- **Indicator:** Number of humanitarian staff that use Mission Ready tool.
Original source of verification: Number of licenses distributed. Number of users who log in and complete learning modules.
Revised source of verification: Number of licenses distributed, and activated by users.
Rationale for change: Having analyzed sales patterns from this reporting period, we have observed that a number of humanitarian organizations have purchased bulk number of licenses for their staff (i.e. Save the children, 100 licenses, War Child, 30, Tearfund, 20), who have not yet activated them. Licenses, once activated are live for 12 months, there is no time-limit from date of purchase. We understand that a number of organizations that have bought licenses in bulk, for future distribution to staff. If this trend continues, it will be difficult to secure 2000 users who have activated licenses *and* completed the course, as originally defined. We believe that we will be able to record 2,000 active users by the end of year 2.
- **Original indicator:** Percentage of Mission Ready users who demonstrate increased knowledge through improved decision making during interactive scenarios.
Revised Indicator: Percentage of Mission Ready users who demonstrate increased knowledge in Field Security Management topics, following training completion.
Original Sources of verification: Reports will be generated by the Mission Ready tool indicating the number of correct decisions made during online scenarios. Participants will adjust their decisions based on learning indicating increased knowledge.
Revised source of verification: Reports generated by the Mission Ready Learning Management System (LMS), indicating the difference a user's pre and post training test scores.
Rationale for change: Having reviewed the training structure, we do not feel that a user's decisions made in the interactive scenarios should be used as a basis for training evaluation. Even if a user continually makes an incorrect decision, so long as they arrive at the stated learning outcome, they have achieved increase knowledge. Instead we have built in pre and post training test to measure overall knowledge gain. This more accurately reflects the learning curve. The pre and post tests are presented to a user before and after training as a 'pop up' meaning they are unable to navigate away from the screen until they have completed the tests. This ensures maximum uptake.
- **New indicator:** Percentage of active users that identify as female
Target Value: 45%
Sources of verification: Demographic data collected on users when they sign up for and activate their licenses

We have been unable to report against the following indicators (table 2), due to the fact that we have not yet had any users completing and submitting impact measurement surveys (distributed at 3 and 12 months following training completion). The RedR project team has also not yet organized interviews with beneficiary organizations to assess the longer term, impact of training on individual staff and organizational performance. This will commence in Y2. Q3.

Table 2: Achievement of indicators

Indicator	Target	Sources of Verification	Achieved (Yr. 2, Q1)
Number of organizations that can demonstrate evidence of changes in organizational security practice as a result of the use of Mission Ready.	50	Evaluation of organizations using Mission Ready supported by evidence of changes to the policies, practices, operating procedures, contingency plans or other working documents of those organizations.	0
Percentage of individuals questioned that can demonstrate evidence in changes in behavior as a result of knowledge gained from use of Mission Ready.	75%	Feedback questions built into Mission Ready software for returning participants. Surveys sent to all participants 3 months after engagement. Interviews	0

Other feedback from users has been captured through communications with the project steering group committee, as well as from user's contacting either our partner's (DTS) technical e-mailbox (support@misionready.org.uk) or our general queries e-mailbox (missionready@redr.org.uk). During the reporting period, we had 6 users contact us with IT technical problems (they could not activate their licenses or they had paid for their license and had not received a link for their license). All queries were resolved within 24 hours. The main queries to our general mailbox included questions on costs and requests for demo versions of the training. In response to this, we made the price of the licenses clearer in marketing materials and changed the way user's selected their category (individual, organization, size of organization etc.) and corresponding price of license, so that the payment system is easier to understand/navigate. Since making these changes on November 4th, we have not had any further queries on costs of the training. We are looking into the possibility of creating demo versions of the training, as a marketing and promotional tool.

Project Management and Reporting:

Project management by RedR includes financial tracking and management to ensure accountable use of funds, and the achievement of stated project objectives. RedR and DTS share project progress and bi-weekly updates on a Project Management Software (Basecamp) as well as monthly face-to-face meetings. RedR requests that DTS submit quarterly financial reports with invoices and appropriate financial documentation and evidence of use of funds, in accordance with USAID regulations and RedR financial policy.

During the reporting period, one face-to-face meeting was held with partners DTS in London prior to the launch event on 26th October. Both RedR and DTS jointly conducted the launch presentation, as well as working together on launch related marketing materials and communications. In addition both partners shared 6 project updates (bi-weekly), through project management software Basecamp and one financial report was received from DTS and checked by RedR. In addition to this, one budget amendment request was submitted to both donors (DFID and USAID), primarily to shift funds out of marketing and coordination costs, to develop a new course as well as develop an app version of the training. We are currently awaiting approval from both donors (USAID/DFID).

Next Steps (Year 2, Q2)

- Translation into new language. The language will be determined by sector survey, due to close in January 2016.
- Downloadable App version of the tool- to be developed by July 2016
- Pursue opportunities with UNDP/ECHO ERC. RedR and DTS to attend a meeting with UNDP in New York in January 2016, to explore opportunities for developing UNDP surge staff training on the Mission Ready platform. We are further considering proposal development for additional course development, under the ECHO ERC (Enhanced Response Capacity) HIP 2016
- Assess sector need for new course, through the analysis of survey results in January 2016.
- Continue to market training and increase user uptake of the current course
- Reinvigorate steering committee- re-set the committee's TOR and bring on new members, depending on the needs identified in the sector survey.

Project Beneficiaries

Planned beneficiaries: 2,000 individuals and 50 INGOs/NGOs

Achieved in Q1: 92 individuals (based on active users) and 10 INGOs/NGOs